



IT Help Desk Assistant (Revised)

City of Miami Gardens, FL. (109,000)

Posted Date: 2/18/2014

Deadline: 3/04/2014, or until filled

Starting Salary: \$32,099 min. to \$40,123 mid. /DOQ

Nature of Work:

This is an entry level administrative and technical position supporting the City's enterprise hardware, software and network infrastructure. Under general supervision, the successful incumbent will perform a variety of support and maintenance functions in areas of computer network, telephone systems, security alarms, and access control and other electronic equipment and systems used in the City's operations while providing exceptional customer service. The candidate incumbent will also be responsible for handling confidential administrative and secretarial duties for the Information Technology Department. Perform related work as assigned, directed or required. May be required to work weekends, holidays, and evenings.

Applicants qualifying for employment will be subject to a polygraph examination and an extensive background screening.

Minimum Requirements:

Associates degree in Computer Science, Business, Public Administration (or a related field) or more than 70 college credit hours towards a Bachelor's degree in Computer Science, Business, Public Administration (or a related field) **OR** a High School Diploma and one of the following certifications; Cisco CCNA Certification, Microsoft MCITP Certification, VMWare VCA Certification. Additional experience may substitute for the required education on a year-for-year basis. Must possess a broad knowledge of experience with Microsoft Office Software. Experience with GIS, EDEN, OSSI, or any public safety experience is a plus.

Applicants qualifying for employment will be subject to a polygraph examination and an extensive background screening. Must possess and maintain a valid driver license and satisfactory driving history throughout employment.

Please send Resume & Official City Application Form to:

Human Resources Department, City of Miami Gardens
1515 NW 167th Street, Bldg. 5 - Suite 200
Miami Gardens, FL 33169
Fax: (305) 622-8265
www.miamigardens-fl.gov
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